



STATE OF TENNESSEE

Annual Enrollments Do's and Don'ts

August 2016

Do Know Your Dates

State and Higher Education Enrollment Dates:

October 3rd, 2016 to October 14th, 2016
(two business weeks)

All enrollments must be submitted through Employee Self Service (ESS) prior to **4:30pm CST** on October 14th, 2016. Any enrollments not entered at that time will not be processed.

Do Know Your Dates

- Dependent verification for any new dependents must be received (via fax or Edison/ESS upload) by Benefits Administration prior to 4:30pm CST on October 14th, 2016.
- If dependent verification for new dependents is not received by the deadline, the Benefits Administration Service Center (BASC) team will remove those dependents and notify the Agency Benefits Coordinator (ABC) via email.

Don't Wait Until The Last Minute!

- Communicate login information and dates to employees as soon as possible and encourage them not to wait until the last minute to elect their benefits. This information can also be found in the decision guide.
- Benefits of early communication:
 - Less hold times at BASC, and
 - Ensures employees have adequate time to elect benefits in case they experience **computer issues, missing documentation, or if the dog ate their Decision Guide.**



Do Know Your Dates

Local Education and Local Government Enrollment Dates:

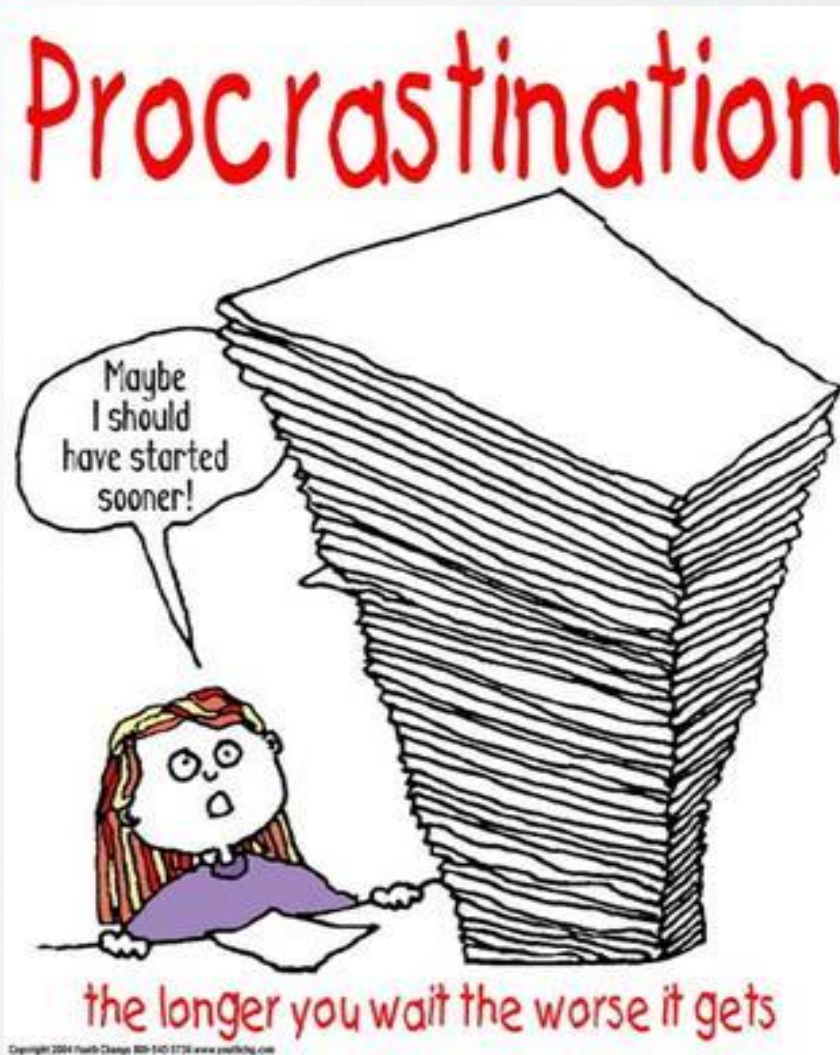
October 3rd, 2016 to October 28th, 2016
(four business weeks)

All enrollments must be submitted through Employee Self Service (ESS) prior to **4:30pm CST** on October 28th, 2016. Any enrollments not entered at that time will not be processed.

Do Know Your Dates

- Dependent verification for any new dependents must be received (via fax or Edison/ESS upload) by Benefits Administration prior to 4:30pm CST on October 28th, 2016.
- If dependent verification for new dependents is not received by the deadline, the BASC will remove those dependents and notify the ABC via email.

Don't Wait Until The Last Minute!



Do Know the Acceptable Dependent Documentation

Spouse

Proof of Marital relationship

- Government issued marriage certificate or license
- Naturalization papers indicating marital status

Note: *If the employee has been married for less than 1 year (12 months) , a marriage certificate only is acceptable proof of dependent verification.*

Proof of Joint Ownership is also required if married longer than 12 months.

Do Know the Acceptable Dependent Documentation

Spouse (Continued)

Proof of Joint Ownership

- Bank Statement issued within the last six months with both names; **or**
- Mortgage Statement issued within the last six months with both names; **or**
- Residential Lease Agreement within current terms with both names; **or**
- Credit Card Statement issued within the last six months with both names; **or**
- Property Tax Statement issued within the last 12 months with both names; **or**
- The first page of the 2015 Federal Tax Return showing “married filing jointly” or form 8879 for electronic filing.

BA Doesn't Accept These Forms of Documentation



DO NOT ACCEPT:

- Car Loans
- Utility Bill (electric, water, gas, etc.)
- Cell Phone Bill
- Cable Bill
- Store Credit Card Bill
- Envelopes Addressed to Both Names (does not matter if from bank, etc.)
- Voided Checks



Do Know the Acceptable Dependent Documentation

Natural Child (Under 26)

- The child's birth certificate; or
- Certificate of Report of Birth (DS-1350); or
- Consular Report of Birth Abroad of a Citizen of the United States of America (FS-240); or
- Certification of Birth Abroad (FS-545)

Child for Whom the Parent is Legal Guardian

- Any legal document that establishes guardianship

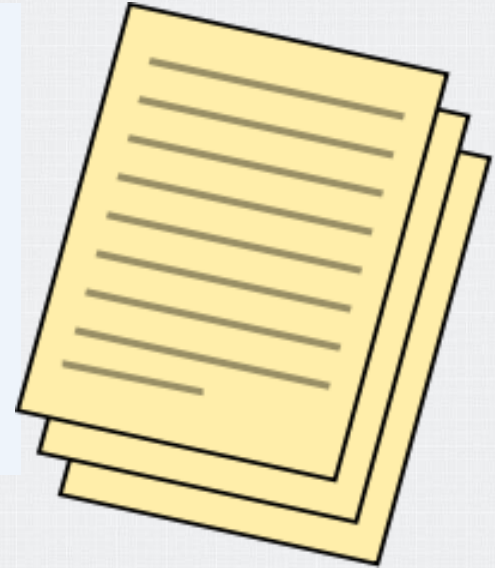
Do Know the Acceptable Dependent Documentation

Step Child (Under 26)

- Verification of marriage between employee and spouse and birth certificate of the child showing the relationship to the spouse; **or**
- Any legal document that establishes relationship between the stepchild and the spouse or the member

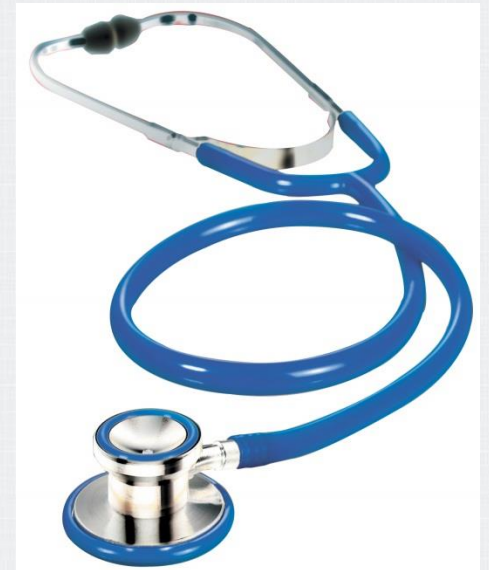
Do Put an Edison ID and SSN on All Documents Submitted

- Dependent verification documents will be processed faster if the employee's ***Edison ID and Social Security Number*** are written on all documents submitted.



Do Make Sure Employees Have the Correct Address in Edison

- Insurance Cards will be issued in late December.
- Make sure employees have their correct address in Edison to ensure they receive their cards.



Don't Send Documents to the Benefits Administration Email Box



If you receive emails from **benefits.administration@tn.gov** *requesting additional documentation*, do not attach the documents to the email. Upload the documents in Edison or fax them to BA .

- You can respond to the email if you have additional questions.

Note: A step by step guide for Zendesk can be found on the ABC website

Don't Assume the Employee is Going to Waive Coverage

All eligible employees have to be entered into Edison in order to utilize ESS during Annual Enrollment to select benefits.

Do Remember New Hires After 9/1/16

New Hires entered into Edison AFTER 9/1/16 will need to elect benefits as soon as possible via ESS or ABC can enter benefits via eForms.

Note: Do not submit a paper enrollment unless your agency has less than 100 employees AND view-only access.

Note: A step by step guide for eForms can be found on the ABC website.

- **Once the New Hire event has been processed it will close and that will trigger the AE event to open.**
- **The employee will then be able to elect Annual Enrollment Benefits through ESS.**
- **If an employee is hired during the last week of the AE period or after the AE period, submit a paper enrollment form for 2017 changes**

Don't Wait Until The Last Minute!

Enter employees as soon as possible so that their AE event generates for ESS.



Do Encourage Employees to Use Alex



- **ALEX** is your personal online ParTNers for Health benefits expert.
- He can help you choose which health insurance plan option, a PPO or HealthSavings/HSA, may work best for you.
- Alex is available at:

[http:// www.partnersforhealthtn.gov](http://www.partnersforhealthtn.gov)

Don't Assume Alex Signs You Up for Benefits

- ALEX does not automatically elect benefits once he helps you choose your best option.
- Employees will still need to log into Edison and make changes through Employee Self Service.

Password Reset/Access ID

- No letters will be mailed this year to employees with temporary passwords.
- ABCs will not be sent spreadsheets. This is for security reasons.
- It is their responsibility to use the 1st Time User/Password Reset in Edison to get logged in to make their changes with ESS.
- Employees will be able to retrieve their access ID and reset their password in Edison.

Note: 1st time user/password reset presentation can be found on the ABC website as a reference

Do Know Where to Call for Locked Accounts

If an employee has attempted to log into Edison more than 5 times, their account will lock. In this situation, the employee would need call the appropriate number below according to their entity to have their account unlocked and password reset.

➤ ***Local Education, Local Government, and Higher Education employees*** can call the service center at **800-253-9981**

➤ ***State employees*** must call the Edison Help Desk at **615-741-4357**

Do Run Queries During AE

TN_BA302_PERSON_AND_JOB

TN_BA133_AUDIT_OPEN_ENRL_ESS

TN_BA219_AETP_INS_ELECTIONS

TN_BA219_OE_NOT_SUBMITTED

TN_BA265_OE_ELECTIONS_IN_ESS

TN_BA311_ESS_NEW_DEPENDENTS

Note: These listed can be found in the Query Manual along on the ABC website under the Training Section title “Edison Query Manual”.

Do Register for Query Trainings

Queries to Run After AE

November 3rd	1:00 p.m. – 2:00 p.m. CST
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We will review the *Open Enrollment ESS* query, *AE elections in ESS*, and the *Medical/Dental Coverage* query.

Don't Wait Until The Last Minute!



Running the queries during AE will help eliminate the need for appeals.

Do Know When to Submit an Appeal

- Employees *who miss the enrollment deadlines mentioned* have the right to request an exception ***via written appeal to Benefits Administration.***
- *The appeal may be written by the employee or the ABC on behalf of the employee.* The appeal must include the **reason for missing the deadline and any supporting statements or documents to verify the circumstance.**

Do Know the Deadline for Appeals

- State/Higher Ed – Thursday, December 1st at 4:30 PM CT
- LE/LG – Thursday, December 15th at 4:30 PM CT



Don't Miss the
DEADLINE!

Do Know the Service Center Hours

Benefits Administration Service Center Hours of operation during Annual Enrollment:

October 3rd, 2016 to October 28th, 2016

Monday-Friday 8:00 a.m. – 4:30 p.m. CST

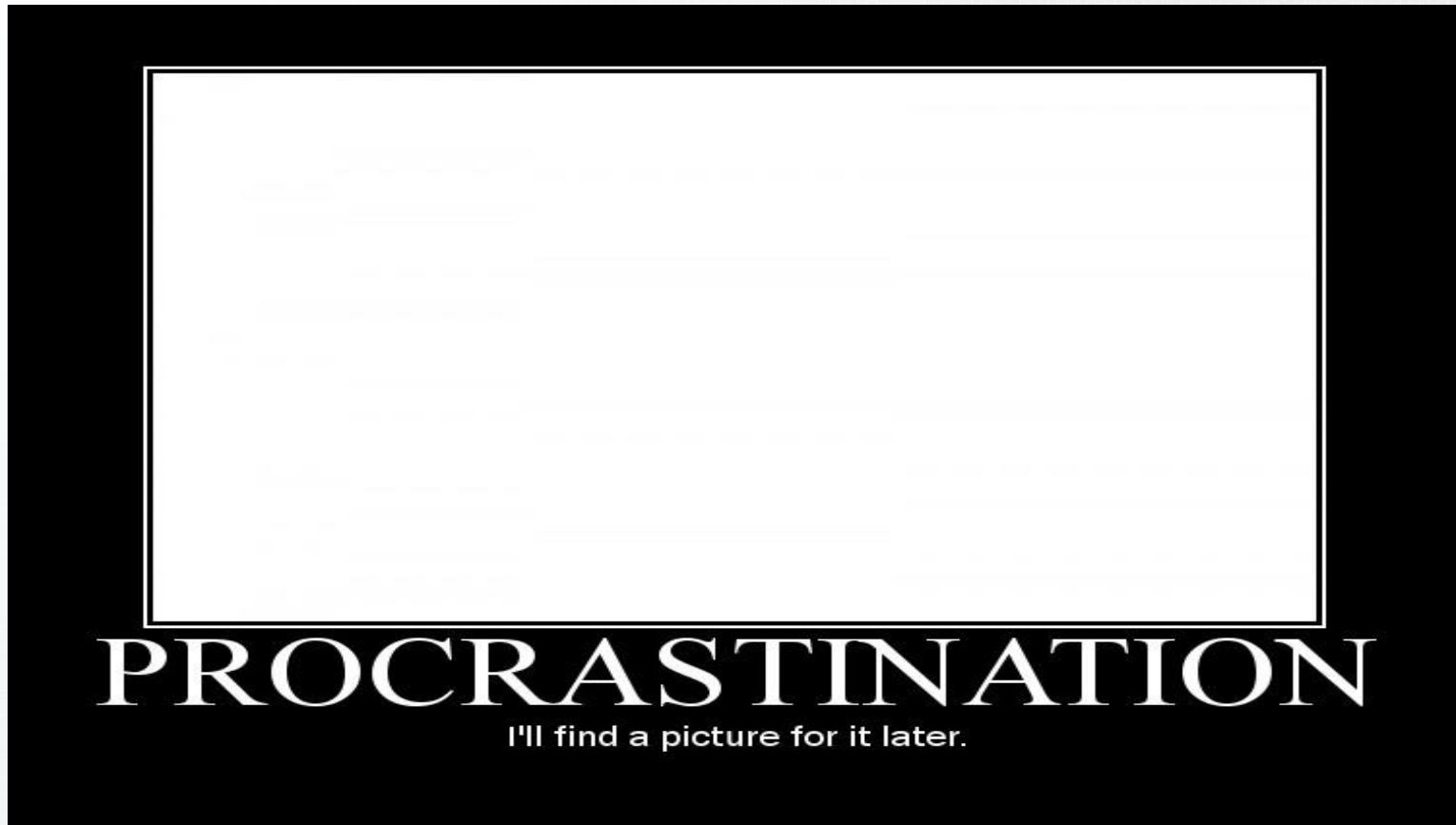
Do Remember the ABC Website

You can find important AE information on the ABC Website including:

- 2017 Decision Guides
- CDHP Trainings
- Conference Call Notes
- Premiums
- Instructions for How to Upload Documents in Edison

<http://www.tn.gov/finance/article/fa-benefits-abc>

Don't Wait Until The Last Minute!



Questions?